



Filing a Grievance or Complaint for DSRIP Services

As a Medicaid beneficiary or uninsured individual, you are receiving services from **Equinox, Inc.** as part of a program called the Delivery System Reform Incentive Payment Program. That program has been established to help coordinate your care, improve access to care, and increase the ability of patients like you to access the services you need. Your Provider is part of an organization called Better Health For Northeast New York, referred to as BHNNY, that helps organize many health care providers to work together to share information and expand services in the community. BHNNY operates programs to accomplish these goals.

Your Provider delivers the following services as part of BHNNY: **Health Home Care Management and Mental Health Services**. If you have received any of these services from your Provider, and you have a complaint or grievance about the quality of the services, the quality of care, or the confidentiality of your medical information related to those services, you can file a complaint as described below.

Filing a Complaint or Grievance with the Provider

- Contact Anna Boughtwood at Equinox, by calling (518) 435-9931 or at the following email address: aboughtwood@equinoxinc.org.
- If you do not get a reply to your complaint within 20 days of the day that you made it, you can contact Joe Rosczak at Equinox, by calling (518) 435-9931 or sending an email to jrosczak@equinoxinc.org.

Filing a Complaint with Better Health for Northeast New York (BHNNY)

- Call the BHNNY hotline at 518-262-4369 to make an anonymous complaint or grievance or a complaint/grievance identifying yourself and how BHNNY can get in touch with you to follow up.